

CITY OF LODI
INFORMAL INFORMATIONAL MEETING
"SHIRTSLEEVE" SESSION
CARNEGIE FORUM, 305 WEST PINE STREET
TUESDAY, JUNE 20, 2000

An Informal Informational Meeting ("Shirtsleeve" Session) of the Lodi City Council was held Tuesday, June 20, 2000 commencing at 7:00 a.m.

ROLL CALL

Present: Council Members – Hitchcock (left at approximately 7:50 a.m.), Land, Nakanishi, Pennino and Mann (Mayor)

Absent: Council Members – None

Also Present: City Manager Flynn, Deputy City Manager Keeter, Finance Director McAthie, Community Development Director Bartlam, Public Works Director Prima, City Attorney Hays and Interim City Clerk Taylor

Also present was a representative from the Lodi News Sentinel and The Record.


TOPIC(S)

1. Customer Service Training
2. Transportation Projects
3. Closed Session
 - a) Prospective acquisition of real property located at 2360 West Century Boulevard, Lodi, CA, for the G-Basin DeBenedetti Park expansion, APN #058-230-02; the negotiating parties are the City of Lodi and Delmar Batch. Government Code §54956.8.

ADJOURNMENT

Council adjourned discussion of the closed session item to Wednesday, June 21, 2000 at 7:00 p.m. The meeting was adjourned at approximately 8:00 a.m.

ATTEST:


Jacqueline L. Taylor
Interim City Clerk

SIGNIFICANT EXPENDITURE REQUEST AND STAFFING CHANGE

ACTIVITY: Human Resources

REQUEST TITLE: Training - Improving Customer Service Delivery

REQUEST SUMMARY: Creation of a customer service training program in FY 2000-01 for all City employees.

PRIMARY OBJECTIVES:

1. To increase City employees' skill and motivation levels through an increased awareness of techniques for improving service delivery to customers both inside and outside the City organization.
2. To lower unit costs of training sessions provided by the City by reducing travel and business expenditures associated with training.

SUMMARY OF FACTORS DRIVING THE REQUEST FOR CHANGE:

Continuous, incremental improvement of any organization's human resources is necessary to maintain a motivated work force that delivers high quality services.

There is currently a lack of consistency in the way City departments provide training. A variety of high-volume vendors mail numerous brochures to the City offering an assortment of generic training sessions. Departments often respond in a reactive, ad-hoc manner by sending staff to these sessions whenever the need arises. This program strives to provide training of a uniformly high quality, designed specifically for City of Lodi employees.

In part, this program intends to bring expertise, as much as possible, *to* the City of Lodi. Currently, a great deal of training for the City is obtained by sending staff to outside locations such as Sacramento, Modesto and the Bay Area. The expense and logistical rearrangements necessary to cover absent staff members often acts as a disincentive for a department to take any action to provide staff training.

The City is considering development of a customer service training program utilizing professionals in the field to investigate service delivery deficiencies in our unique organization. Research may be conducted employing a variety of techniques, including interviews and administration of questionnaires, to determine specific segments of training which should be provided for City of Lodi employees. Findings will then be used to develop customized seminars designed to address our specific needs in an interesting and informative manner.

ALTERNATIVES:

- Continue using sessions provided by the consortium and training firms exclusively.
- Account 100404 - Training - City Wide, contains \$11,176 for the upcoming fiscal year. This funding could be applied toward the cost of the proposed customer service training program. However, this account has been used on a regular basis to cover expenses such as tuition for Leadership Lodi, tuition for Councilmembers education, and other related draws. Once charged against this account, these expenses will not leave an appreciable balance to apply towards the customer service training program.

COST SUMMARY:

2000-2001

Additional Costs:

Supplies, Materials, & Services:	37,500
Total:	37,500

IMPLEMENTATION:

With approval of this request, Human Resources staff will:

1. Obtain proposals in order to retain the services of professional training firms with capability in this discipline.

Major Street and Road Projects

June 20, 2000

Funded Projects:

Turner Rd. Overlay Pleasant to Hwy 99
Vine St. Overlay Mills to Century
Stockton St. Reconstruction Tokay to Lockeford
Stockton St. Reconstruction Century to Kettleman
Hutchins St. Reconstruction with minor widening Lodi to Pine
Hutchins St. Median Opening south of Kettleman Lane
Turner Rd. RR Crossing west of Mills Avenue (entrance to General Mills)
Central City RR Safety Project

Projects (Grant Funding Pending):

Hwy 12 Median Hutchins to School
Hwy 12 Gap Closure, Median and Dual Left Turn Lanes at Mills to Tienda
Hwy 12 Gap Closure and Median WID Canal to Mills
Neighborhood Traffic Calming
Stockton and Lockeford Intersection Improvements and Signal
Lodi High School Traffic Study
Lodi Avenue Signal (Lodi and Mills) and Interconnect
New Signals on Harney Lane at Stockton and Ham
Traffic Signal Upgrade at Church and Lockeford

Future Projects:

Improved Landscaping and Tree Maintenance Program
Accelerate Sidewalk Replacement/New Construction
Accelerate Handicap Retrofit Program
Century Stockton to Church railroad underpass OR
Century Stockton to Church at-grade bike/ped crossing
Century Boulevard Connect East of L. Sacramento to Mills
Harney L. Sacramento to Hutchins widening
Harney Hutchins to 99 w/ railroad underpass & widening
Harney/99 Interchange Reconstruction
Hwy 12/99 Interchange—second phase
Hwy 12 Capacity and Coordination Improvements

Specific Elements of Lodi Central City Railroad Safety Improvement Project

- Remove CCT tracks from within East Lodi Avenue and Main Street
- Rebuild Lodi Avenue & install lighting, vehicle and pedestrian improvements from UP mainline to Hwy 99
- Install frontage improvements & lighting along Main Street from Lodi Avenue to Tokay Street
- Acquire CCT property E/Cherokee to allow construction of driveway to K-Mart/Orchard shopping center on Lodi Avenue. (construction by developer)
- Possibly remove CCT crossing at Beckman Road, restore street
- Construct new road crossing at CCT/Guild Avenue (under construction)
- Obtain right-of-way from UP along Victor Road
- Install frontage improvements along north side of Victor Road from Hwy 99 to east city limits including traffic signal at Guild Avenue.
- Obtain right-of-way from UP along south side of Lockeford Street, from Cluff Ave. to Guild Ave. and from Main St. to Cherokee Lane.
- Install street frontage improvements along north side of Railroad Avenue from Central Ave. to Cherokee Lane
- Widen Lockeford Street from UP mainline to Cherokee Lane including traffic signal at Stockton Street
- Install concrete railroad crossing surfaces on remaining Downtown UP side tracks (Tokay to Lockeford streets and CCT at Beckman Road, Pine St and Victor Road (shared cost)
- Maintain quality rail service to east side industrial area by:
 - ❖ Original Plan – reactivate Kentucky House Branch (KHB) along Lockeford Street:
 - Acquire R/W and build new track connection at CCT/east city limits (RR cost)
 - Install concrete railroad crossing surfaces and improve crossing protection at Guild, Cluff, Cherokee, Washington, Stockton and Main streets (shared cost)
 - Remove north leg of KHB across Lockeford & Main streets, currently paved over (RR wants to retain this track)
 - Install pedestrian barrier along north side of Railroad Avenue and pedestrian crossing at Central/Calaveras street
 - Install pedestrian barrier along Victor Road between Cluff and Guild
 - Upgrade KHB track as necessary (RR cost)
 - ❖ Alternate Plan – abandon KHB and improve CCT tracks between Stockton & Lodi:
 - Upgrade CCT mainline as necessary (shared cost)
 - Acquire most of KHB R/W, remove tracks, improve frontage similar to above, possibly not widen Lockeford St., use portion of KHB R/W for vehicles
 - Extend Central Avenue to Lockeford Street

LODI CENTRAL CITY RAILROAD SAFETY IMPROVEMENT PROJECT

